

Vendor questions for SOW – MNsure

Questions due Th 6-13-13 by 4 pm Central

Responses to be posted Fr 6-14-13 by 3 pm Central

1. Is MN-IT willing to provide an exception to the requirement that the vendor must be a Cisco Advanced Technology Provider Certified for Hosted Contact Center? Would there be no penalty or missed points in our evaluation for not having this certification?

Response: The state will consider Cisco Advanced Technology Provider Certified for Enterprise Contact Center certification or equivalent as a valid qualification with equal evaluation and scoring criteria.

2. Regarding the bold #2 on page 4 we have a question regarding what the “modification of custom CVP applications” entails.

Response: This SOW addresses the need for creation of a custom CVP application. This section of the SOW explains the reason why the state may hire a contractor to develop the application.

3. Would it be using Cisco’s CVP Courtesy Callback software or would some other custom CVP scripting would be needed?

Response: The Responder is to identify options within the current environment (Appendix A).

4. As an initial question, in looking at the Cost Proposal section, are the Number of Hours and Total Cost sections estimates or will the vendor be required to perform the deliverable within the hours indicated - fixed? If it’s a fixed price, will the awarded vendor have a chance to revise the estimate after a detailed discussion?

Response: The recommendation is to respond with a fixed price. However, the Responder may choose to provide an estimate but should also provide a not-to-exceed price.

5. Has the CTIOS interface layout been defined? What will be required for agents and also for supervisors? How is CTIOS used in comparison to the CAD and CSD users?

Response: We are using CAD and CSD in the MNsure deployment.

6. The skills required as noted in the RFP is 700. Given the advanced business rules routing in UCCH, is re-engineering of skill set definitions in scope for this engagement, or is implementation to this definition required?

Response: MNsure will have its own new skill group sets.

7. Will Nuance be deployed for English only or all of the languages listed in the RFP?

Response: Nuance needs to be provided only in English.

8. How will the CVP and IPIVR each be utilized in this solution?

Response: Only CVP will be utilized in this solution.

9. (a) Will integration to the WFM be required in this phase of implementation? (b) Any other peripherals required for integration to the Cisco UCCH?

Response: (a) WFM is out of scope for this SOW. (b) CRM see Page 4, #2 and #3 bold. The state will take on any roles for integrating Calabrio AQM.

10. Is a current maintenance agreement in place for all of the technologies to be implemented?

Response: Yes.

11. Which agent desktop type (e.g. CTI/OS, CAD, Finesse) will be integrated with Microsoft Dynamics?

Response: CAD.

12. What is the specific quantity of agent desktops that will be integrated with Microsoft Dynamics?

Response: 35 agents.

13. Does SOM require MS Dynamics CRM integration with the supervisors as well? If so, how many?

Response: Yes, 7 Supervisors.

14. Which connector will be used for the integration with Microsoft Dynamics (there are two from Cisco)?

Response: The Responder is to identify options within the current environment (Appendix A).

15. Will the B+S Microsoft Dynamics CRM connector be used for UCCE CTI functionality?

Response: The Responder is to identify options within the current environment (Appendix A).

16. What is the total number of Call Center Agents being added?

Response: 35 agents.

17. What is the number of Agents who will be using EIM?

Response: 35 agents and 7 supervisors.

18. What is the number of Skill Groups being added?

Response: 21 skill groups.

19. What is the number of Call Queuing Call Flows/Scripts being added?

Response: There will be one new public phone number (toll-free) answered by one IVR that has ACD functionality. See Appendix C. The vendor shall design the contact center according to MNSure business requirements.

20. What is the number of EIM Contact Flows/Scripts?

Response: There will be a maximum of 20 public email addresses. The vendor shall design the contact center according to MNSure business requirements.

21. Is WIM future scope – not included in this effort?

Response: Yes, not included.

22. Is all infrastructure, other than EIM Servers, already in place?

Response: Yes.

23. The RFP was provided as a PDF. Should responses be provided in Word format, or within the RFP document? If within the RFP document is preferred, could the document be provided as a Word document?

Response: This is available upon request to the point of contact for questions identified in the SOW.

24. Can we get the Word version of the SOW?

Response: This is available upon request to the point of contact for questions identified in the SOW.

28. This bid is of a complex nature and four business days is really not sufficient time to respond with complete answers and validated pricing. Will the state provide an extension to responders until Friday, June 21 at noon please?

Response: The due date is extended to Wednesday, June 19, 2013 at 3 pm CDT.

29. Is this bid a complete b augmentation or a Time and Materials project?

Response: The state is looking for a vendor to complete the services requested in the SOW.

30. For a staff augmentation project, what is the extent of the vendor's project manager's engagement?

Response: The vendor shall provide a project manager to ensure the vendor completes its responsibilities for this contract, based on the milestones.

31. For a staff augmentation project, will all activities be directed from MN.IT?

Response: see Page 5, Project Environment (State Resources).

32. (a) Is the request to only provide pricing for application support, call flows and scripting? (b) Does the State require additional consulting for standing up any hardware?

Response: (a) The vendor shall provide pricing for application support, call flows and scripting. (b) The vendor shall provide pricing for consulting on standing up EIM/WIM servers.

33. Are we to assume the State will provide all hardware, software and access to Cisco TAC Support for the items that we would be responsible for activating for the go lives?

Response: Yes.

34. How many agents will be active at the time of soft go live and full production go live? Will this be a single cutover event?

Response: 35 agents and 7 supervisors in a single cutover (turnup) event.

35. How many agents and supervisors will require training?

Response: 35 agents and 7 supervisors.

36. Is there a preference to end user training or train the trainer?

Response: Both.

37. The State indicates they will do a separate SoW for the CRM Dynamics integration to the desktop. Is the State just asking for the vendor's detailed experience relevant to Screen Pops?

Response: the vendor shall provide CAD integration to CRM. See Page 4, under bold #2.

38. Can you provide any details around the Microsoft CRM Dynamics environment?

Response: the new Dynamics CRM environment is being procured, designed and built in parallel with this SOW effort.

39. Which cluster does MN.IT intend for MNsure to reside in?

Response: Cluster 2.

40. On page 1, where it states "*The awarded vendor shall perform the following activities described at a high level below...*" The 3rd bullet point of that section states "*Install and configure the core component software.*" Is this referring to the EIM/WIM core component software?

Response: Yes.

41. EIM/WIM specific questions:

- a. Is the assumption EIM/WIM will be a standalone environment (not integrated with UCCE now or in the future)?

Response: Yes, standalone now. Future integrations are outside the scope of this SOW.

- b. What is the anticipated peak volume of email on a daily basis?

Response: Up to 800 emails per day at peak volume.

- c. What is the maximum number of concurrent agents?

Response: 35 agents and 7 supervisors.

- d. What is the max email handle rate per agent (messages responded to per agent per hour)?

Response: Estimate is 20 minutes handle time per email, or a handle rate of 3 emails per hour per agent.

- e. What is the maximum number of emails expected in queue?

Response: If based on peak volume, a maximum of 400 emails in all queues is expected.

- f. How many (point of presence [POP] or Internet Mail Access Protocol [IMAP]) mailboxes will be required? What is the existing POP/IMAP solution used today?

Response: Up to 20 may or may not be necessary. The existing email solution is Microsoft Office 365.

- g. What is the maximum number of simultaneous chat sessions?

Response: There is no chat for this SOW.

- h. Are multiple departments required?

Response: Yes.

- i. What is your retention period for chat/emails?

Response: Up to two years of retention for immediate retrieval, and up to five years of delayed retrieval from an archived storage.

42. Will the State of MN provide recorded prompts for all language queues?

Response: The Responders are to provide pricing for voice talent. The state may or may not choose to use voice talent.

43. With regards to the ability for a caller in queue to request a call-back, does the State of MN prefer to use the queue position or a future scheduled time more suited for the caller?

Response: The state prefers both, but the Responder is to identify options within the current environment (Appendix A).

44. Has the new MNsure configuration gone through the Cisco A2Q process?

Response: This is a new contact center built on an existing environment that has been through the Cisco A2Q process.